BANGALORE ELECTRICITY SUPPLY COMPANY LIMITED

SECTION – V

Name of Project: **Availing Services to the BESCOM Customer Helpline Centre located at Centre of Excellence, HSR layout, Bengaluru on turnkey basis** on turnkey basis for a period of two years. The Contract may be extended at the discretion of BESCOM on the same terms & conditions of the contract for a further period of another one year based on the performance of the agency on mutually agreed terms and conditions, if BESCOM desires.

SCHEDULE OF REQURIEMENT

<table>
<tr><th>Sl. No.</th><th>Particulars</th><th>Quantity</th><th>Delivery Schedule</th></tr>
<tr><td>1.</td><td>Deployment of Manpower to 114 seater 24x7 Customer Helpline Centre</td><td>
<table>
<tr><th>Sl No.</th><th>Designation</th><th>Regular Staff in Nos.</th><th>Additional man power to compensate weekly off (Buffer) in Nos.</th><th>Total Quantity in Nos. including Additional man power to compensate weekly off (Buffer)</th></tr>
<tr><td>1</td><td>Customer Support Executive</td><td>342</td><td>89</td><td>431</td></tr>
<tr><td>2</td><td>Team Leaders</td><td>21</td><td>6</td><td>27</td></tr>
<tr><td>3</td><td>Team Managers</td><td>3</td><td>1</td><td>4</td></tr>
</table>
</td><td rowspan="4">The agency shall provide these services with immediate effect on receiving the Contract Order.</td></tr>
<tr><td>2.</td><td>Transportation Facility</td><td>Transportation to all the deployed staff – 366 Nos.</td></tr>
<tr><td>3.</td><td>Refreshments arrangements</td><td>Refreshments to all the deployed staff – 366 Nos.</td></tr>
<tr><td>4.</td><td>Other services - Training, Uniform cloths, ID cards, Recruitment, Administration etc.,</td><td>Other Services to all the deployed staff – 462 Nos.</td></tr>
</table>

NOTE:

The successful Bidder shall submit acceptance of LOI/Contract order to BESCOM within 7 days from the date of issue of LOI/Contract Order.

Sd/-
General Manager
(Elec.),
Customer Relation,
BESCOM